

MORE INFORMATION OR REFERRALS

To find out more about us, counselling, or to refer yourself to the service, please call Monday-Friday (10am-5.30pm) on



0208 525 2319

If you reach our answer phone please leave a message with your name & number & we will call you back.

We also accept referrals from: doctors, social services, housing professionals & other statutory, voluntary, community & faith-based agencies.

WHAT HAPPENS AFTER REFERRAL?

You will be offered an initial assessment meeting to assess & discuss your main issues of concern. This first meeting will enable us to establish the best counselling or psychotherapy service to offer you or help us to recommend another more appropriate service outside of City and Hackney Mind.

OTHER SERVICES WE PROVIDE

- Information, Advice, Advocacy, Appropriate Adult and Welfare Rights
- Befriending and Carer Support Services
- Prescribed Drugs, BME, Sure Start Counselling
- Employment and Computer/IT Training
- Literacy/Numeracy Projects (including free English Language "ESOL" courses)
- Housing Projects, Drop-in centre and Support Groups

CONFIDENTIALITY

All personal material shared or disclosed to a counsellor or therapist is strictly confidential to the client, counsellor & the counsellor's clinical supervisor.

HOW TO FIND US

Nearest tube: Bethnal Green (Central Line) then take the 106, 254 or D6 bus towards Hackney. Alternatively, go to Whitechapel Station (District Line, Hammersmith & City Line and East London Lines) & take the 106 or 254 bus & alight opposite the Texaco petrol station.

Nearest Rail: London Fields station. (5 minutes walking distance). Alternatively, go to Hackney Central station & take the 106, 254, 55, 48 or D6 buses down Mare Street towards Whitechapel. Alight outside the Iceland supermarket.

CONTACT US

For further information or to make a referral please:

Telephone: 0208 525 2319 or 0208 985 4239

Email: counselling@cityandhackneymind.org.uk

Write to: Trauma & Refugee Project Coordinator, City and Hackney Mind, 8-10 Tudor Road, Hackney E9 7SN

www.cityandhackneymind.org.uk



TRAUMA & REFUGEE COUNSELLING PROJECT



Counselling & Emotional Support for Trauma Sufferers

in Hackney & the City aged 18 years plus

Information for Clients

WHO ARE WE?

We are an independent service offering counselling, psychotherapy & support for people in Hackney & the City, who are at least 18 years old, & suffering from trauma related emotional health problems (including Post-Traumatic Stress Disorder "PTSD").

WHAT IS TRAUMA?

Trauma is the experience of an horrific event(s) (in adulthood or childhood), that causes intense fear, during which you may feel like you (or someone close to you) are about to die or suffer serious harm. Traumatic events include:

- **Assault**
- **Rape**
- **Accidents (e.g. road traffic, work)**
- **Fire**
- **Robbery**
- **Disaster**
- **Witnessing someone being injured or killed**
- **Losing someone close suddenly or violently**
- **Involvement in the immediate rescue/care of victims/survivors of a traumatic event**
- **Domestic violence**
- **Sexual, physical or emotional abuse**

EFFECTS OF TRAUMA

After a traumatic experience (sometimes much later) you may experience changes in your psychological state & various symptoms.

These are not signs of 'madness' or weakness but how ordinary people cope with extraordinary experiences.

Some people develop PTSD - an anxiety syndrome that can develop following one or more traumatic events & where sufferers experience a combination of symptoms.

HAVE YOU EXPERIENCED A TRAUMA? DO YOU HAVE ANY OF THESE SYMPTOMS?

- Upsetting **thoughts, memories** or **flashbacks**
- **Nightmares** or **difficulty sleeping**
- Feeling fearful, helpless, sad, angry, overwhelmed
- Feeling **tearful or irritable** when reminded of the trauma
- **Physical symptoms** when reminded of the trauma eg. sweating, shaking, racing heartbeat
- **Avoiding talking about or reminders** of the trauma: people, places, activities or news reports
- **Phobias** e.g. about using public transport
- Feeling **emotionally numb or cut-off** from your life & people close to you
- **Loss of interest in previously enjoyed activities**
- **Difficulty concentrating**
- Feeling **overly alert or 'jumpy'**

These are common & treatable responses to very distressing events.

WE WANT TO HELP!

You may need to seek extra help coping if a month or more after the event(s) you still:

- feel very upset or fearful most of the time
 - experience other symptoms above
- have difficulty managing your daily routine such as going to work or caring for family; &
- cannot stop thinking about the events.

We understand that it can be difficult to speak out or share things with family or friends. We are here to listen & help you.

Remember, like physical health problems, our emotional wounds can get worse if we do not seek professional help—it is never too late!

HOW CAN COUNSELLING HELP YOU?

Counselling offers a supportive, confidential & safe environment where it is possible to talk about issues that may be difficult to speak about elsewhere. You will talk with an experienced & qualified Counsellor who will listen to you without judgment. This weekly time & space can offer you the opportunity to:

- explore & **express your thoughts & feelings**
- **work through** past or present issues, loss, **changes & trauma**
- better **understand** your **emotional issues**
- **feel supported** & better in yourself
- **reduce** anxiety, symptoms & **suffering**
- **strengthen** your coping skills, **confidence** & decision making
- find **new ways of relating** to people
- feel strong enough to **return to work** or take up other **social & education** opportunities

WHAT DO WE DO?

- **One-to-one, weekly counselling** (By appointment only)
- **Group counselling & support** (Meet other people with similar problems)
- ♦ **Introduce you to other professionals** who can help you with work, money, housing etc

COUNSELLING LANGUAGES

English, French, Spanish, Turkish, Amharic

Where possible & if you choose, you may be offered counselling in your own language with a bilingual counsellor (or interpreter's help). Languages offered vary so please call us to check what is available.

COST

Voluntary donations are welcomed.